

Results Companies-Duffield Ribbon Cutting Ceremony (March 28, 2006)

Duffield, Virginia

I take great pleasure this morning in participating with Scott County and The Results Companies in the ribbon cutting ceremony for the new Customer Support Center in Duffield. Today's activities mark another major success for our Showcasing Southwest Virginia program, for Scott County and for Virginia's Ninth Congressional District.

The new Results Customer Support Center will host seats for customers of its client Motorola, providing software and on-line support for customers that have Motorola phones, as well as seats for other clients.

50 customer service and management positions have already been filled at the facility, and 20 of those new employees have completed training and are accepting calls at the new facility. An additional 30 will complete their training shortly, and the company has immediate plans to hire another 20-30 representatives. Ultimately Results Duffield plans to hire up to 125 employees for the 100 seat call center, offering both competitive wages and a benefits package. I urge anyone interested in employment at the facility to contact the Virginia Employment Commission at 276 679-9413.

Conversations between my office and Results began in January of last year, at which time I began discussions with Robert Rapp, President of Results, about the potential for the company to locate jobs in the Ninth District. Since that time, my office has hosted numerous visits to Scott and other counties for Results executives. We worked closely with Results to assist in the location of this center, and in September of last year, we announced the intention of The Results Companies to open customer service center in the Pioneer Center in Duffield. Following the announcement of that decision, construction began to prepare the facility for Results. The company took possession of the center last month and, as we can see, is moving rapidly towards full operation. Today, we officially celebrate the success of all our efforts with the grand opening of this facility.

Results, which was founded in 1990, manages more than 1,500 call center seats in a network comprised of more than 20 facilities that are located predominately in the US. Results has Fortune 500 clients in the telecommunications, insurance and financial sectors such as JP Morgan Chase, General Electric, XM Satellite Radio and Motorola and is rated among the top ten companies in the financial services sector of the teleservices industry. And of special interest, we were pleased to observe that Results prefers to operate small call centers in rural areas of the nation. The company's needs and Southwest Virginia's assets are a perfect match.

In fact, today's ribbon cutting is the second grand opening to be held in recent months for a Results call center in this region. In August, 2005, we celebrated with a ribbon cutting ceremony the commencement of operations of a Results operation in the Pennington Gap Mall, bringing the total number of Results jobs announced for our region to more than 300.

Today we welcome Robert Rapp, President of The Results Companies, Matt Charles, Vice President of Operations for Results, Kelly Garcia Director of Global Customer Care and the rest of the Motorola Team to Scott County, and we declare them to be honorary citizens of Southwest Virginia by virtue of their many visits to our region. It has been a pleasure working with the Results Companies, and I want to extend a warm welcome to both Robert and Matt. I look forward to our continued long term partnership as we site additional Results centers in Virginia's Ninth Congressional District.

This project has been such a team effort that it is difficult to know where to begin to recognize those who have been essential to the success we are announcing today.

The Virginia Tobacco Indemnification and Revitalization Commission has supported this project through the provision of much needed funding for the preparation of the Pioneer Center for Results. I want especially to express my appreciation to Commission Members Senator William Wampler and Del. Terry Kilgore who have joined us today for their assistance in providing funding for this project. We will be hearing more from them this morning.

The Scott County Board of Supervisors also provided essential funding to prepare the space for the center, and I want to express my appreciation to Board Chairman David Redwine and the Members of the Board for their obvious commitment to economic development in Scott County.

The State of Virginia has played a key role in this effort, as it has in many other Showcasing Southwest Virginia projects, and I want to express my great appreciation to Governor Tim Kaine and the Virginia Economic Development Partnership for the work they do in furthering the cause of economic development in Southwest Virginia. Let me take this opportunity to welcome Deputy Secretary of Commerce and Trade Rick Siger, who is here today representing Governor Kaine.

I also want to express my appreciation to Lea Lofty, Project Manager with Virginia Workforce Services, and Gary Hale, Director of the Norton Virginia Employment Commission Office, for their excellent work assisting the company in the hiring and training of the new employees for this center.

I also want to thank Ron Flanary, Director of the LENOWISCO Planning District Commission, and his staff for their assistance with our Showcasing Southwest Virginia prospects in general and for their guidance and help as we worked to make this new facility operational.

No one has worked harder to prepare this center for its new occupants than the Director of the Scott County Economic Development Authority John Kilgore, and I want to thank him for his work in completing the buildout and construction of the new facility in the Pioneer Center. The space we are standing in today looks significantly different than it looked on the day of our announcement in September of last year, and the new space is a credit to John's hard work. I also want to recognize Tim Blankenbecler, Interim Director of the Pioneer Center and thank him for his invaluable assistance with this project.

Finally, let me recognize and thank the key individuals whose confidence in our region has made this announcement possible: Robert Rapp, President of the Results Companies, and Matt Charles, Vice President of Operations. We welcome Results to Scott County and to Southwest Virginia, and we pledge our full and ongoing support to assuring your success in our region.